

Welcome to BCM50 3.0, the unified communications solution that gives you an edge on your competition.

The BCM50 3.0 documentation is on the BCM50 3.0 Documentation CD-ROM. This CD-ROM is in your BCM50 3.0 kit.

To view the documentation:

- 1 Insert the BCM50 3.0 Documentation CD-ROM into the CD-ROM drive of your computer.
- 2 Double-click the **My Computer** icon.
- 3 Double-click the **CD-ROM** icon.
- 4 Double-click **Start.pdf**.

This document provides last-minute changes to the BCM50 3.0 documentation.

Updated BCM50 3.0 documents

Some BCM50 3.0 documents were recently updated with new information. You can obtain the following updated documents in the BCM50 3.0 documentation collection on Helmsman (www.nortel.com/helmsman):

- *BCM50 Administration Guide* (NN40020-600)
- *BCM50a Integrated Router Configuration Guide—Advanced* (N0115791)
- *BCM50a Integrated Router Configuration Guide—Basic* (N0115790)
- *BCM50e Integrated Router Configuration Guide—Advanced* (N0115789)
- *BCM50e Integrated Router Configuration Guide—Basic* (N0115788)
- *CallPilot Manager Help* (04.7.10)
- *CallPilot Manager Set Up and Operation Guide* (NN40090-300)
- *CallPilot Reference Guide* (NN40090-100)
- *CallPilot 4.0 Unified Messaging Addendum* (NN40090-107)
- *CS 1000 Main Office Configuration Guide for SRG 50* (NN43001-307)
- *Device Configuration Guide* (NN40020-300)
- *Installation Checklist and Quick Start Guide* (NN40020-308)
- *Installation and Maintenance Guide* (NN40020-302)
- *Intelligent Contact Center Setup and Operation Guide* (NN40040-301)
- *Intelligent Contact Center Supervisor Guide* (NN40040-102)
- *IP Phone 1200 Series Installation* (NN40050-302)
- *IP Phone 1200 Series User Guide* (NN40050-111)
- *IP Softphone 2050 Installation Guide* (NN40050-300)
- *ipView Software Wallboard Setup and Operation Guide* (NN40010-500)
- *LAN CTE Configuration Guide* (NN40010-601)
- *Meet Me Conferencing User Guide* (NN40020-104)

- *Multimedia Contact Center Set Up and Operation Guide* (NN40040-300)
- *Networking Configuration Guide* (NN40020-603)
- *Personal Call Manager User Guide* (NN40020-103)
- *Reporting for Contact Center Setup and Operations Guide* (NN40040-303)
- *SRG50 Configuration Guide* (NN40140-500)
- *System Overview* (NN40020-200)
- *Telephone Features User Guide* (NN40020-100)
- *Unified Messaging Configuration Guide* (NN40080-501)

BCM50 Administration Guide

Page 32, BCM50 Web page

The BCM50 has the following system requirements:

- Windows XP, Windows 2000 Pro, or Windows Vista Business, Windows Vista Ultimate, or Windows Vista Enterprise (32-bit or 64-bit versions of Windows Vista)

Page 32, BCM50 Web page

Internet Explorer 7.0 is the default browser for Windows Vista platforms. When you access the BCM Web page using Internet Explorer 7.0 on a Windows Vista platform, a security certificate error page appears. Click Continue to this web site to go to the BCM Web page with a secure connection. The Certificate Error continues to appear in the Security Report next to the address bar.

Page 37, Installing Element Manager on a Windows operating system

BCM applications for BCM50 support the following Vista versions: Windows Vista Business, Windows Vista Ultimate, and Windows Vista Enterprise. Both 32-bit and 64-bit versions of Windows Vista are supported.

Page 190, About BCM monitor

The following operating systems support BCM monitor:

- Windows Vista Business, Windows Vista Ultimate, and Windows Vista Enterprise (both 32-bit and 64-bit versions of Windows Vista)

Page 285, List of BCM50 Alarms

Table 1 lists the new alarms introduced in BCM50 Release 3.0. These alarms are in addition to the alarms listed in the *BCM50 Administration Guide* (NN40020-600) for Release 3.0. The table includes the default handling of each alarm with respect to the Alarms table, the alarm set, LEDs, and SNMP traps.

You can customize whether each alarm appears in the Alarms table or is sent as an SNMP trap in accordance with your business requirements.

Table 1 List of new alarms

Alarm ID	Severity	Component Name	Problem Description	Problem Resolution	Alarm	SNMP	LED	Alarm Set
10008	critical	Service Manager	Service Manager - Voice Application Interface Service (ctiserver) has stopped unexpectedly. This will affect CallPilot, System Set Based Admin and IVR. Service Manager is attempting to restart the service.	Check for corresponding alarm 10108 or 10308. If service doesn't restart then reboot system and contact your local support group.	Yes	Yes	Yes	N/A
10916	Information	Startup Sequence	System Startup - Operating system and alarm subsystem available. Separate error alarm detected. Power LED = flashing green; Status LED = unchanged.	No Action Required.	Yes	No	No	No
10917	Information	Startup Sequence	System Startup - Telephony and Voicemail active. Separate error alarm detected. Power LED = flashing green; Status LED = unchanged.	No Action Required.	Yes	No	No	No
10918	Information	Startup Sequence	System Startup - Element Manager is available. Separate error alarm detected. Power LED = solid green; Status LED = unchanged.	No Action Required.	Yes	No	No	No
10919	Information	Startup Sequence	System Startup - Startup complete. Service Manager and Scheduling Services available. Separate error alarm detected. Power LED = solid green; Status LED = unchanged.	No Action Required.	Yes	No	No	No
18003	Major	BootLoader	Flash size is less than expected	Contact your local support group	Yes	Yes	Yes	Yes
18004	Critical	BootLoader	System initialization failed	Contact your local support group	Yes	Yes	Yes	Yes
18005	Minor	BootLoader	Network initialization failed	Contact your local support group	Yes	No	No	Yes
18006	Minor	BootLoader	Ethernet MAC addresses not found	Contact your local support group	Yes	No	No	Yes

Table 1 List of new alarms

Alarm ID	Severity	Component Name	Problem Description	Problem Resolution	Alarm	SNMP	LED	Alarm Set
18007	Critical	BootLoader	Hard drive initialization failed	Contact your local support group	Yes	Yes	Yes	Yes
31250	Warning	Software Updates	The R3 factory image upgrade patch has not been installed. Performing a level 2 reset will downgrade the system to a non R3 software level.	Apply the R3 factory image upgrade patch	Yes	Yes	No	No

BCM50a Integrated Router Configuration Guide—Advanced, BCM50a Integrated Router Configuration Guide—Basic, BCM50e Integrated Router Configuration Guide—Advanced, BCM50e Integrated Router Configuration Guide—Basic

Preface chapter

BCM applications for BCM50 support the following Vista versions: Windows Vista Business, Windows Vista Ultimate, and Windows Vista Enterprise. Both 32-bit and 64-bit versions of Windows Vista are supported.

CallPilot Manager Help

Add Many Agents

Changed "the agent ID numbers you enter must be between 1 and 250," to "the agent ID numbers you enter must be between 1 and 100."

CallPilot Reference Guide, CallPilot Manager Set Up and Operation Guide, Intelligent Contact Center Setup and Operation Guide, and Intelligent Contact Center Supervisor Guide

Silent Record a Call section

BCM50 release 3.0 does not support secure file transfer protocol (SFTP) as element manager (EM) screens in Silent Record a Call (SRC) and Backup Restore Utility (BRU) indicate. Instead, the secure copy protocol (SCP) is supported. Therefore, wherever an SFTP server is required, a server supporting SCP should be setup instead. Additionally, all instances of the phrase "SFTP" in the EM should be taken to mean "SCP."

CallPilot 4.0 Unified Messaging Addendum

Page 10, What you need

BCM supports Vista operating system versions: Windows Vista Business, Windows Vista Ultimate, and Windows Vista Enterprise. Both 32-bit and 64-bit versions of Windows Vista are supported.

CS 1000 Main Office Configuration Guide for SRG 50

Page 35, <SIP Trunks>

In order for the SRG 50 to act as a SIP endpoint and to use the SIP Trunks for call signaling with the CS 1000, you must configure SIP Trunks between the SRG 50 branch office and the CS 1000 Release 5.0 main office. For information about configuring SIP Trunks for SRG 50, see *SRG 50 Configuration* (NN40140-500). The following procedure refers to SIP Trunk configuration for the CS 1000 Release 5.0 main office.

Configuring SIP Trunks at the main office

1. From the Element Manager navigator, click **IP Network > Nodes: Servers, Media Cards**. The Node Configuration window appears.
2. Click the **Edit** button associated with the node to be updated.
3. Click the plus (+) sign beside **Signaling Server Properties**.
4. From the **Enable IP Peer Gateway (Virtual Trunks TPS)** list, select **SIP only**.
5. Enter the CS 1000 domain name in the **SIP Domain Name** field.
6. Enter the SIP Port number in the **Local SIP TCP UDP Port to Listen to** field.
7. Enter the Signaling Server name in the **SIP Gateway Endpoint Name** field.

Nortel CS 1000 ELEMENT MANAGER

Signaling Server 192.168.237.130 Properties Remove

Role: Leader
Type: ISIP1100

Embedded LAN (ELAN) IP address: 192.168.237.130
Embedded LAN (ELAN) MAC address: 08 02 b3 02 2f b6
Telephony LAN (TLAN) IP address: 192.168.208.294
Telephony LAN (TLAN) gateway IP address: 192.168.208.1
Hostname: ss4000
H323 ID: ss4000

Enable Line TPS: ☒
Enable IP Peer Gateway (Virtual Trunk TPS): **SIP only**

Enable SIP Proxy / Redirect Server: ☒
Local SIP TCP UDP Port to Listen to: 5060
SIP Domain name:
SIP Gateway Endpoint Name: ss4000
SIP Gateway Authentication Password:
Enable Gatekeeper: ☐
Network Routing Service Role: Primary

The Signaling Server is configured as SIP only endpoint.

SIP Port

CS 1000 main office domain name

Endpoint name is configured as the Signaling Server name.

8. Click **Save and Transfer**. The Save and Transfer window appears.
9. Click **OK**.
10. Log on to Network Routing Service (NRS) Manager.

11. Select the **Configuration** tab.
12. From the **H.323 Support** list, select **H.323 not supported**.
13. Select the **Network Connection Server enabled** check box.

NORTEL NETWORK ROUTING SERVICE MANAGER

Home **Configuration** Tools Reports Administration Standby DB view (not Active DB view) Help Logout

Service Domains

L1 Domains (UDP)

L2 Domains (CDP)

-- Gateway Endpoints

User Endpoints

Routing Entries

Default Routes

Collaborative Servers

E.164 national dialing access code

E.164 local (subscriber) dialing access code

Private L1 domain (UDP location) dialing access code

Private special number 1

Private special number 2

Static endpoint address type IP version 4

Static endpoint address 192.168.208.200

H.323 Support **H.323 not supported** ← The SRG is treated as a pure SIP endpoint.

SIP support Static SIP endpoint

SIP transport UDP

SIP port 5060

Network Connection Server enabled ☒ ← Network Connection Server is enabled.

Save Delete

14. Select **Save**.
 15. Select **Configuration > Gateway Endpoints**.
- The Gateways Endpoints window appears.
- The SRG registers as a static SIP endpoint.

NORTEL NETWORK ROUTING SERVICE MANAGER

Home **Configuration** Tools Reports Administration Standby DB view (not Active DB view) Help Logout

Location: Configuration > Gateway Endpoints >

Gateway Endpoints

Show Gateway Endpoints for (Service Domain / L1 Domain / L2 Domain):

/ udp / cdp Show

Add

Showing 1 - 3 of 3 < Previous Next >

#	ID	Support Protocol(s)	Call Signaling IP	Description	# of routing entries
1	SRG	Static SIP / NCS	Not available / 192.168.208.200	BCM	2
2	ss4000	Static SIP / NCS	Not available / Not available	ss4000	2
3	ss4001	Static SIP / NCS	Not available / Not available	BCM HQ23 ID	2

Add

← SRG registers as a static SIP endpoint.

Device Configuration Guide

Page 60, missing section after ATA Settings section

This section appeared in the TA version and was accidentally removed in the CA version.

IP Terminal Details tab

This is a single-terminal display of the terminal information that is also shown in the Telephony Resources IP Terminal panel.

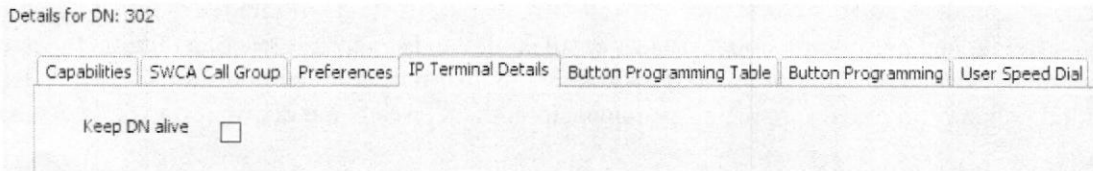
At start-up, the BCM acquires and retains a list of all IP terminals that have a registered DN. This allows DN-specific features, such as Call Forward, Hotdesking, and voicemail to continue to function even if the telephone is disconnected.

If the number of IP Set DNs registered with the BCM exceeds the number of IP Client key codes applied, selecting this check box prioritizes a set.

For example, if the BCM is rebooted, and the number of IP phones exceeds the number of IP client key codes, the BCM retains the DN record of the sets with this field selected, before retaining the DN record of a set that does not have this field selected.

If Keep DN alive is not selected, and the IP telephone is disconnected, the DN record may become inactive if there are not enough keycodes. In this case, a Not in Service prompt is produced when special features, such as Call Forward, are invoked.

Figure 1 IP Terminal Details tab



For more information about moving IP telephones, see *Telephony Device Installation Guide* (NN40020-309).

Installation Checklist and Quick Start Guide

Page 10, Tools and system information, Table 4

Description:

- Windows Vista Business, Windows Vista Ultimate, and Windows Vista Enterprise (32-bit and 64-bit versions)

Page 16, Nortel Business Element Manager

BCM applications for BCM50 support the following Vista versions: Windows Vista Business, Windows Vista Ultimate, and Windows Vista Enterprise. Both 32-bit and 64-bit versions of Windows Vista are supported.

Installation and Maintenance Guide

Page 134, Prerequisites

BCM applications for BCM50 support the following Vista versions: Windows Vista Business, Windows Vista Ultimate, and Windows Vista Enterprise. Both 32-bit and 64-bit versions of Windows Vista are supported.

Installation and Maintenance Guide and Installation Checklist and Quick Start Guide

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Intelligent Contact Center Setup and Operation Guide

Page 44, Adding more than one agent

In Step 6, changed "the agent ID numbers you enter must be between 1 and 250" to "the agent ID numbers you enter must be between 1 and 100."

IP Phone 1200 Series installation

Page 38, Registering the IP Phone (global registration with password)

Step 5 in the procedure is changed as follows:

Press **Select**.

If EAP Enable appears on the screen, you successfully accessed the configuration mode.

If any other message appears, disconnect, then reconnect the power, and try to access the configuration mode again.

Page 42, Changing the display settings

Step 4 in the original procedure is deleted, and the renumbered step 5 (previously step 6) is modified as follows:

- 1 Double-press  (Services) quickly to open the Local Tools menu.
- 2 Press **1** on the dial pad to open the Preferences menu.
- 3 Press **1** on the dial pad to open the Display Settings menu.
- 4 Press **Select**.
- 5 Press the **Left/Right** navigation keys to increase or decrease the value.
- 6 Press **Select**.

End

IP Phone 1200 Series User Guide

Page 19, IP Phone 1210, 1220, and 1230 keys and descriptions

In table 3, the row describing the Hold key is changed as follows.

Table 3 IP Phone 1210, 1220, and 1230 keys and components descriptions

Key or component	Description
Hold key	Press the Hold key to put an active call on hold. Tap the flashing line (DN) soft key to return to the caller on hold. You can also press the Hold key to retrieve a call when certain features are active such as the Do Not Disturb feature.

Page 28, Call answer

The following section is modified as shown.

Answering a call

- 1 When you have an incoming call, perform one of the following:
 - Lift the handset.
 - Press the line or intercom key with the flashing  indicator, and then lift the handset.

When certain features are active such as the Do Not Disturb feature, you must press the Hold key to answer an incoming call.

IP Softphone 2050 Installation Guide

Page 15, Minimum PC Requirements

- 800 MHz processor (for Windows Vista Business, Windows Vista Ultimate, and Windows Vista Enterprise [32-bit versions only of Windows Vista])
- 512 MB memory (for Windows Vista Business, Windows Vista Ultimate, and Windows Vista Enterprise [32-bit versions only of Windows Vista])
- 20 GB hard drive (for Windows Vista Business, Windows Vista Ultimate, and Windows Vista Enterprise [32-bit versions only of Windows Vista])
- 15 GB of available hard drive (for Windows Vista Business, Windows Vista Ultimate, and Windows Vista Enterprise [32-bit versions only of Windows Vista])
- support for super VGA graphics (for Windows Vista Business, Windows Vista Ultimate, and Windows Vista Enterprise [32-bit versions only of Windows Vista])

Page 15, Supported Operating Systems

- Windows Vista Business, Windows Vista Ultimate, and Windows Vista Enterprise [32-bit versions only of Windows Vista])

Page 16, USB Audio Kit

It is functional on Windows 2000 Professional, Windows 98, Windows 98 Second Edition, Windows Millennium, Windows XP, Windows Vista Business, Windows Vista Ultimate, and Windows Vista Enterprise (32-bit versions only of Windows Vista).

Page 16, Specifications

- OS compatibility: Windows 2000, Windows ME, Windows XP, Windows Vista Business, Windows Vista Ultimate, and Windows Vista Enterprise [32-bit versions only of Windows Vista])

ipView Software Wallboard Setup and Operation Guide

Page 10, Operating system compatibility

BCM applications for BCM50 support the following Vista versions: Windows Vista Business and Windows Vista Ultimate (only 32-bit versions of Windows Vista are supported).

LAN CTE Configuration Guide

Page 9, Operating system requirements

LAN CTE supports client computers with these operating systems:

- Windows 2000
- Windows XP
- Windows Vista Business, Windows Vista Ultimate, or Windows Vista Enterprise (32-bit or 64-bit versions of Windows Vista)

Meet Me Conferencing User Guide

Page 9, Conference phases



Note: When you enable the QuickStart feature on a Meet Me Conferencing bridge that external conference participants can access by using a 1-800 number, there is a risk that your company can incur unauthorized toll charges. To avoid this type of fraud, do not enable the QuickStart feature on a conference bridge that can be accessed with a 1-800 number.

Page 20, To configure a passcode using softkeys

The following sentence is added at the end of step 3 and the PASS softkey is removed from the display:

"The passcode no longer appears as an option."

Page 27, To mute a single participant using softkeys

The following note is added at the end of step 3:

"NOTE: UNDO is available for 15 seconds after pressing MUTE. After 15 seconds, the softkey is blank and the participant must unmute their line."

Page 31 and 33, To hear a list of available commands using softkeys

Remove step 4: "After list of available commands, returns to main menu."

Page 36, To set a passcode using your keypad

Remove step 2.: You longer need to press 1.

Multimedia Contact Center Set Up and Operation Guide

Page 21, Computer requirements

The computer you use to run CallPilot Manager must have

- Windows 2000 Professional SP4, Windows XP Professional SP2, Windows Vista Business, Windows Vista Ultimate, or Windows Vista Enterprise (32-bit or 64-bit versions of Windows Vista).

Networking Configuration Guide

Page 115, Table 21, Routing Table fields

Changed Name field to Description to match changes in Element Manager.

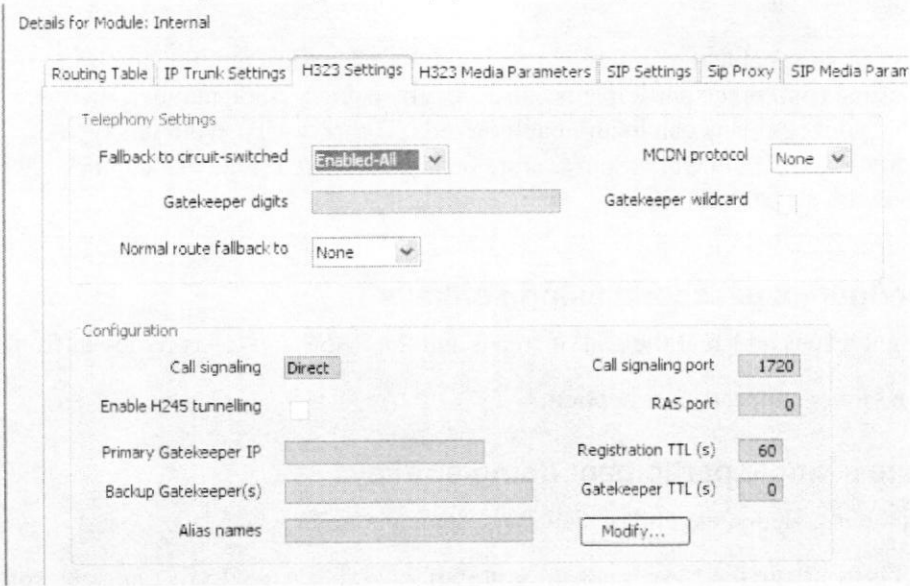
Description	<alphanumeric>	Enter the name of the remote system. This must be a unique name within the routing table.
-------------	----------------	---

Also, same table, changed MCDN Protocol description:

MCDN Protocol	<drop down list> None, SL1, CSE Default: None	For non-Nortel endpoints, select None. For BCM50 2.5 and IPT 3.0, select SL1. For CS1K, BCM50 3.0, and newer, select CSE.
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Page 119, H323 Settings

New screen shot of H323 Settings showing Gateway protocol changed to MCDN protocol.



Page 120, Table 23, H323 Settings fields

Gateway protocol changed to MCDN protocol.

MCDN protocol	None SL1 CSE	These protocols require a keycode. SL1: Use this protocol only for BCM50 2.5 systems CSE: Use this protocol for BCM50 3.0 and later systems. This protocol supports Meridian 1 IPT. Otherwise, use None.
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Page 120, Table 23, H323 Settings fields

The Modify field description was moved to the top of the Configuration section and the description field was updated.

Configuration		
Modify	<button>	Click to modify the parameters. Note: If you change any field in the Configuration section, all active H.323 calls are dropped. You must click Modify to restart the H.323 subsystem.

Also, the Gatekeeper TTL field was described as Read-only.

Gatekeeper TTL (s)	Read-only.	The actual time used by the gatekeeper for the registration process.
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Page 122, Table 24, H323 Media Parameters record

'None' was removed from the list of possible values for Preferred Codecs.

Preferred Codecs	G.711-uLaw G.711-aLaw G.729 G.723	Select the Codecs in the order in which you want the system to attempt to use them. Performance note: Codecs on all networked BCM50s must be consistent to ensure that interacting features such as Transfer and Conference work correctly. Systems running BCM50 3.5 or later software allow codec negotiation and renegotiation to accommodate inconsistencies in Codec settings over VoIP trunks. Note: The G.723 codec can be used between IP endpoints. If other types of connections are required, ensure one of the other codecs is also selected.
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Page 126, Table 26, SIP Proxy fields

The description of the Domain field was updated.

Domain	<alphanumeric>	This attribute is mandatory. This is the SIP domain handled by the proxy. If it is also a DNS resolvable hostname of the proxy, a DNS lookup is done to route the messages. Otherwise, an IP address should be provided in either the legacy routing box or in the Outbound Proxy table.
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Page 128, Table 27, Outbound Proxy table

The description of the Keep Alive field was updated.

Keep alive	None OPTIONS Default: None	This attribute helps the system determine if an Outbound proxy device is responding. If you select None, the system assumes the device is active and does not ping the device. If you select OPTIONS, the system sends a periodic OPTIONS message to the Outbound Proxy. If the proxy fails to respond, the system bypasses the proxy.
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Page 131, SIP URI map

There are three new paragraphs added to the first section:

These fields correspond to Public Network, Private Network, and Routing settings of the Configuration > Telephony > Dialing Plan section of Element Manager.

On the Public Network screen, a Public network dialing plan setting of:

- Public (Unknown): corresponds to the SIP URI map of Unknown/Unknown.
- Local (Subscriber): corresponds to the SIP URI map of e.164/Subscriber.
- National: corresponds to the SIP URI map of e.164/National.

On the Routing screen, a DN type setting of:

- Public (Unknown): corresponds to the SIP URI map of Unknown/Unknown.
- International: does not correspond to the SIP URI map. A '+' is prepended to the number.
- National: corresponds to the SIP URI map of e.164/National.
- Special (International): corresponds to the SIP URI map of Private/Special.

- Local (Subscriber): corresponds to the SIP URI map of e.164/Subscriber.
- Private: corresponds to the SIP URI map of Private/CDP, Private/UDP, or Private/Subscriber depending on the Private network type choice on the Private Network screen.

Page 132, Figure 38, SIP URI map tab

This is a new screen shot reflecting the new field, Private/Subscriber.

Telephony Resources

Details for Module: Internal

Routing Table | IP Trunk Settings | H323 Settings | H323 Media Parameters | SIP Settings | Sip Proxy | SIP Media Par

SIP Domain Names

e.164 / National	national.e164
e.164 / Subscriber	subscriber.e164
e.164 / Unknown	unknown.e164
e.164 / Special	special.e164
Private / UDP	udp
Private / CDP	cdp
Private / Special	special.private
Private / Unknown	unknown.private
Private / Subscriber	subscriber.private
Unknown / Unknown	

Page 132, Table 29, SIP URI map fields

There is a new entry in the table reflecting the new field, Private/Subscriber.

Attribute	Value	Description
SIP Domain Names		
e.164 / National	national.e164	String to use in phone context to identify numbering plan type
e.164 / Subscriber	subscriber.e164	String to use in phone context to identify numbering plan type
e.164 / Special	special.e164	String to use in phone context to identify numbering plan type
e.164 / Unknown	unknown.e164	String to use in phone context to identify numbering plan type
Private / UDP	UDP	String to use in phone context to identify numbering plan type
Private / CDP	CDP	String to use in phone context to identify numbering plan type
Private / Special	special.private	String to use in phone context to identify numbering plan type
Private / Unknown	unknown.private	String to use in phone context to identify numbering plan type
Private / Subscriber	subscriber.private	String to use in phone context to identify numbering plan type
Unknown / Unknown	unknown	String to use in phone context to identify numbering plan type

Page 274, Second Dial Tone

This is a Change Request fix. The following Note is added at the end of this section.



Note: A second dial tone is not provided if an SDT prefix is entered as an External Autodial (Feature *1).

Page 428, Table 86, Meet-Me Conferencing fields



Note: When you enable the QuickStart feature on a Meet Me Conference bridge that external conference participants can access by using a 1-800 number, there is a risk that your company can incur unauthorized toll charges. To avoid this type of fraud, do not enable the QuickStart feature on a conference bridge that can be accessed with a 1-800 number.

Page 546, Table 24 ISDN Dial-in Parameters fields

This is a fix for CR Q01495226. This is an updated description of Dial-in number.

Dial-in Number	<numeric string>	This field is reserved for future use. The Dial-in number is not required.
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Personal Call Manager User Guide

Page 17, Before you start

Personal Call Manager is not supported on the 64-bit version of Windows Vista Business, Windows Vista Ultimate, or Windows Vista Enterprise operating systems.

Reporting for Contact Center Setup and Operations Guide

Page 20, Operating System Compatibility

Operating System	Version
Windows 2000	5.00.2195, SP4
Windows XP	Professional, Version 2002, SP2
Windows Server 2003	Standard Edition, SP1
Windows Vista	Business and Ultimate Editions (32-bit versions only are supported)

SRG50 Configuration Guide

Page 15, SRG50 overview

The following sentence is added to this section:

"BCM50 supports up to 80 survivable IP users with a single SRG application authorization code."

Page 15, SRG Overview

The following sentence and table are added to this section:

"For a summary of differences between SRG versions, see the following table."

Table 1 Summary of supported features on the different SRG versions

Features	SRG 1.5 on BCM 200/400	SRG50 1.0	SRG50 2.0	SRG50 3.0
Platform	Available on BCM 200/400 hardware. SRG 1.5 is not available on BCM1000 hardware.	Available on standard BCM50 hardware. SRG50 1.0 is not available on BCM50a or BCM50e hardware.	Available on standard BCM50 and BCM50b hardware only. SRG50 2.0 is not available on BCM50a, BCM50ba, BCM50e, and BCM50be hardware.	Available on standard BCM50 and BCM50b hardware only. SRG50 3.0 is not available on BCM50a, BCM50ba, BCM50e, and BCM50be hardware.
Call Servers	CS1000 Release 3.0, 4.0, and 4.5.	CS1000 Release 3.0, 4.0, and 4.5.	CS1000 Release 4.0, 4.5, and 5.0.	CS1000 Release 4.0, 4.5, and 5.0.
Trunking	H323 is supported.	H323 is supported.	When CS1000 is supported by SRG, both H323 and SIP trunks are supported between them.	H323 and SIP trunking are supported.
IP clients	IP Phones 2001, 2002 (phase 1 and 2), 2004 (phase 1 and 2), 2007. IP KEM, IP Phone 2050 series. IP Phone 1110, 1120, 1140, IP Phone 2033 (polycom), WLAN 2210/2211/2212.	IP Phones 2001, 2002 (phase 1 and 2), 2004 (phase 1 and 2), 2007. IP KEM, IP Phone 2050 (v1). IP Phone 2033 (polycom), 2122.	IP Phones 2001, 2002 (phase 1 and 2), 2004 (phase 1 and 2), 2007. IP KEM, IP Phone 2050 series. IP Phone 1120, 1140, IP Phone 2033 (polycom), WLAN 2210/2211/2212.	IP Phones 2001, 2002 (phase 1 and 2), 2004 (phase 1 and 2), 2007. IP KEM, IP Phone 2050 series. IP Phone 1110, 1120, 1140, IP Phone 2033 (polycom), WLAN 2210/2211/2212.
Number of IP clients supported	90	32	80	80
NetIQ	Not supported	Not supported	Supported	Supported
PVQM	Not supported	Not applicable	Supported	Supported
ESA	Supported	Supported	Supported	Supported. On Site Notification (OSN) of E911 alarms supported for local users through a third party tool.
Vo911	Supported	Supported	Supported	Supported
Enhanced firmware download	Supported	Supported	Supported	Supported
Analog station support	The number supported depends on the hardware. For BCM200, two analog station modules are supported. Number of analog nodes= $2 \times 8 = 16$. For BCM400, four analog station modules are supported. Number of analog nodes= $4 \times 8 = 32$.	Two analog station modules are supported. Number of analog nodes= $2 \times 8 = 16$.	Two analog station modules are supported. Number of analog nodes= $2 \times 8 = 16$.	Two analog station modules are supported. Number of analog nodes= $2 \times 8 = 16$.

Page 17, To increase the number of survivable IP users

The following information is removed from this section:

"Upon SRG activation, the maximum number of 80 IP users is available. Therefore, there is no need to increase that number."

Page 23, Local mode

The following note is added to this section:



Note: The IP Phone KEM is supported on an SRG with normal mode IP Phones. It does not function with local mode or test local mode IP Phones.

Page 29, VoIP trunk configuration

The following step is inserted before the previous step 1:

- 1 Configure routing table:

Configuration > Resources > Telephony Resources > Modules panel > IP Trunks row > Routing Table.

External Reference: *Networking Configuration Guide* (NN40020-603).

Page 30, VoIP trunk configuration

The following step is added after step 3, and step 3 is modified:

- 3 Configure H323 settings:

Configuration > Resources > Telephony Resources > Modules panel > IP Trunks row > H323 Settings tab

Internal Reference: Gatekeeper routing on page 73.

External Reference: *Networking Configuration Guide* (NN40020-603).

- 4 Configure SIP settings:

Configuration > Resources > Telephony Resources > Modules panel > IP Trunks row > SIP Settings tab

Internal Reference: Gatekeeper routing on page 73.

External Reference: *Networking Configuration Guide* (NN40020-603).

Page 38, Virtual trunk capacity

The following sentence is added to this section:

"SRG50 supports 24 virtual IP trunks that are either H.323 only, SIP only, or a combination of the H.323 and SIP."

Page 44, S1000 Main Office Settings panel

In Table 7, the description for the H.323 ID field is updated as shown below.

Table 7 S1000 Main Office Settings

Field	Values	Description
H323 ID	SRG* (default) *This setting must be changed. For naming conventions, see the <i>Networking Configuration Guide</i> (NN40020-603).	Gatekeeper setting that identifies the SRG. This value must match the value in the Alias names field of the Local IP gateway: Configuration > Resources > Telephony Resources > Modules panel > Module type column: select IP Trunks > Details for Module: Internal details panel > Local Gateway tab > Gatekeeper Support subpanel > Alias names field (see VoIP trunking configuration on page 72). The SRG acts as a SIP endpoint and obtains the Main Office TPS IP address from the NCS using the H323 ID. Configure this field as the same SIP endpoint name as you configure for the NRS endpoint name. This is a generic field used for both SIP and H.323 virtual trunk configurations.

Page 51, Supported firmware

In Table 11, the column for CS 1000 Release 5.0 is updated as shown.

Table 11 Supported IP clients and firmware versions

IP Client	BCM50	CS 1000		
		Release 4.0	Release 4.5	Release 5.0
Phase I: 2002, 2004	B65 or greater	B65 or greater	B76 or greater	B76 or greater
Phase II: 2001, 2002, 2004	D98 or greater	D88 or greater	0604DBG or 0604DAS	0604DBG
IP Phone 2007	C22 or greater	C22 or greater	0621C4J or 0621C3J	0621C4J
WLAN Handsets 2210/2211	Not embedded in SRG software	Use the 2210/2211 GA firmware load.	97.059 or greater	97.059 or greater
WLAN Handset 2212	Not embedded in SRG software	97.039 or greater	97.059 or greater	97.059 or greater
IP Phone 2033	Not embedded in SRG software	S12 or greater	S12 or greater	S12 or greater
IP Phone 1110	0623C38	0624C1E	0623C4B or 0623C3C	0623C4D
IP Phone 1120E	0624C1B	0624C1E	0624C4B or 0624C3C	0624C4D
IP Phone 1140E	0625C1B	0625C1E	0625C4B or 0625C3C	0625C4D
IP Softphone 2050	build 385 or greater	build 385 or greater	build 385 or greater	2.1.355 or greater
MVC 2050	build 126 or greater	build 126 or greater	build 126 or greater	2.1.202 or greater

Page 72, VoIP trunking configuration

The following information is added to this section:

SIP configuration

"Access the IP Trunks configuration panel in Element Manager to configure the SIP trunks (Configuration >

Resources > Telephony Resources > Modules panel > Module type column > IP Trunks, then select the SIP Settings tab).

"When you set the value of the RFC2833 Dynamic Payload field, if the value is greater than 0, then this feature is enabled. If the feature is enabled then DTMF digits are sent in RTP packets. For CS1000 Release 4.5 set the value to 0."

"For detailed information on entering the values in this panel, see the *Networking Configuration Guide* (NN40020-603)."

Page 91, Appendix A: Telephone features in normal and local mode

The bullet "IP Phone Key Expansion Module (KEM)" is changed to:

- "IP Phone Key Expansion Module (KEM) – The IP Phone KEM is supported on an SRG with normal mode IP Phones. It does not function with local mode or test local mode IP Phones."

System Overview

Page 27, Windows Vista operating system

BCM applications for BCM50 support the following Vista versions: Windows Vista Business, Windows Vista Ultimate, and Windows Vista Enterprise. BCM applications support both 32-bit and 64-bit versions of Windows Vista, except for the following limitations:

- The CTE TAPI option is not supported by the 64-bit version of Windows Vista (x64).
- Personal Call Manager is not supported by the 64-bit version of Windows Vista (x64).
- Reporting for Contact Center is not supported by the 64-bit version of Windows Vista operating systems.
- CallPilot Desktop Messaging 4.0 does not support Groupwise 7.x on Windows Vista operating systems.
- The IP SoftPhone 2050 is not supported by the 64-bit version of Windows Vista operating systems.
- VPN client is not supported by the 64-bit version of Windows Vista operating systems.

Page 27, Windows Vista operating system

The following sentences are removed from this section:

"Most applications that run on Windows XP also work on Windows Vista with no changes. Of the applications that do not run on Windows Vista, the majority can run with the help of either a Compatibility Layer (a setting that provides some Windows XP functions to the application) or an Elevation Layer (a setting that runs the application with administrator privileges)."

Page 27, Windows Vista operating system

The following table includes the following new rows:

BCM50 application	Vista compatible
ipView Software Wallboard Setup and Operation Guide	Yes
Reporting for Contact Center	Yes
IP Softphone 2050	Yes (32-bit version only)
Personal Call Manager	Yes (32-bit version only)
LAN CTE TAPI Service Provider	Yes (32-bit version only)
VPN Client	Yes (32-bit version only)

Page 28, Unified Messaging Client exceptions

CallPilot Desktop Messaging 4.0 does not support Groupwise 7.x on Vista. You can download Windows Help that is used by CallPilot help from the Microsoft Download Center. The Desktop Messaging installation can appear to

be stalled for several minutes when you are completing the installation process.

Vista Windows Mail purge messages fails because of Microsoft limitations. To avoid this failure and keep deleted messages in your Inbox, navigate to **Tools > Options > Advanced**. Deselect the **Use the Deleted Items Folders with IMAP accounts** check box. To show deleted messages in your Inbox, navigate to **View > Current View**. Select the **Deleted Messages** check box.

Telephone Features User Guide

Page 8, Meet Me Conferencing Feature 930



Note: When you enable the QuickStart feature on a Meet Me Conferencing bridge that external conference participants can access by using a 1-800 number, there is a risk that your company can incur unauthorized toll charges. To avoid this type of fraud, do not enable the QuickStart feature on a conference bridge that can be accessed with a 1-800 number.

Unified Messaging Configuration Guide

Page 8, Windows operating systems

- Windows Vista Business
- Windows Vista Ultimate
- Windows Vista Enterprise

Both 32-bit and 64-bit versions of Windows Vista are supported.

Page 8, Supported integrated clients

CallPilot Desktop Messaging 4.0 does not support Groupwise 7.x on Microsoft Vista operating systems.

Chapter 4, page 63, Troubleshooting

Vista Windows Mail purge messages fail due to Microsoft limitations

To keep and show deleted messages in your Inbox

- 1 From the menu bar, navigate to **Tools > Options > Advanced**.
- 2 Select the **Use the Deleted Items Folder** with IMAP accounts.
Deleted items remain in your Inbox.
- 3 While in your Inbox, navigate to **View > Current View**.
- 4 Select the **Show Deleted Messages** checkbox.

Deleted items are shown in your Inbox.